CHAPTER 2

MAINTENANCE ADMINISTRATION

As an AZ who works in the maintenance administration division, you will provide clerical and administrative services in support of the maintenance department. In this chapter, we will concentrate first on general office procedures. As with the individual person, office atmosphere is the product of both physical and mental factors.

MAINTENANCE ADMINISTRATION OVERVIEW

LEARNING OBJECTIVE: Describe the responsibilities of the maintenance administration division.

Your duties in the maintenance administration division could range from the preparation of simple memorandums to the preparation of enlisted performance evaluations. Whatever the extent of your duties, they are all performed under the direction of the assistant maintenance officer (AMO). The responsibilities of maintenance administration division include, but are not limited to, the following:

- Preparing maintenance-related correspondence
- Establishing a central maintenance reporting and record-keeping system for administrative reports and correspondence, which includes a tickler file to aid in timely submission of recurring reports
- Maintaining a master paper or electronic maintenance message board of current messages that are annotated with the action taken
- Maintaining a message history file by date-time-group (DTG) for a minimum of 6 months
- Distributing nontechnical information and publications
- Receiving, safeguarding, and distributing personal mail for the department
- Controlling department classified material
- Assigning spaces to various divisions, establishing responsibility for security and cleanliness of each space, and assuming responsibility for the cleanliness and security of vacant and unassigned spaces
- Maintaining an organizational roster board in the absence of a manpower, personnel, and training (MP&T) coordinator
- Coordinating department training requirements and obtaining school quotas to support department training in the absence of an MP&T

The performance of some of these duties will depend on whether you are stationed in an organizational or intermediate maintenance activity and whether you are afloat or ashore. Regardless of the maintenance level that you are assigned to or whether it is located ashore or afloat, most of your duties will be performed in a comfortable, centrally located office. You may be assigned to a small office where you are responsible only to the division officer. Alternatively, you may be assigned to a large office where you are one of several petty officers and strikers who work under the supervision of a chief petty officer. In both types of offices, you will likely be working in close proximity with the assistant maintenance officer (AMO) and maintenance officer (MO). This close proximity requires that you maintain professionalism at all times.

You will also be charged with taking telephone calls and messages and meeting and greeting visitors of the AMO and MO. The most important thing to remember here is that your attitude and the general appearance of your office make an immediate impression on customers who call or visit it. One of your jobs as a maintenance administration worker is to create a positive impression.

Q1. What division maintains a master paper or electronic maintenance message board of current messages that are annotated with the action taken?

OFFICE ARRANGEMENT AND PROCEDURES

LEARNING OBJECTIVES: State the importance of office arrangement and office procedures, including telephone procedures. Identify the major components of a computer.

The amount of control you will have over the physical arrangement of your office varies with the office location and the type of duty. Both aboard ship and ashore, conditions outside your control (space limitations) usually determine the kind of office and equipment you will have. You may or may not have a choice in the arrangement of furniture. Without a doubt, you will be expected to take your share of responsibility for the general neatness and care of the place. You should perform these duties as a routine part of the job and not wait to be asked or told.

When you begin work in a new billet, one of your first concerns should be to learn as much as possible about the overall organization, your office organization, and the immediate chain of command. After you understand all the functions of the office, the role that you will play should be readily apparent. This knowledge not only makes the various jobs more interesting but makes your job easier to perform as well. The files, for instance, take on a new interest with the knowledge of the use of the records they contain.

You should know the name and the rank or rate of every person in your office, and the manner in which every signing official makes a signature. You should learn as much as possible about other jobs in the office and how the performance of these jobs contributes to the overall operation of the office.

The next step is to see the office as part of a larger plan. The office may be viewed in two ways—as a part of the squadron or station and as a part of the overall aircraft maintenance program that operates through similar offices throughout the Navy.

OFFICE ARRANGEMENT

If it becomes necessary to rearrange the office furniture, you should plan before you start to move things around. The following guidelines may help you:

- Locate desks so that people who use them will have enough light but no glare. There should be as much air as possible at a desk without locating anyone in a draft.
- Place equipment where it can be easily used and where work will flow in one direction—not crisscrossing the room.
- Arrange tables or counters to handle supplies or to assemble papers.
- Place files where they can be easily accessed but out of the flow of general office traffic.
- Use bookcases and special shelves for books, magazines, and pamphlets to keep these items from using up workspace on desks and tables.

While striving for orderliness and good appearance, do **not** go to extremes. Remember that the office exists to get work done, and too much emphasis on appearance may interfere with the day-to-day work. It is possible to plan an arrangement that is not only convenient but also looks orderly and uncluttered. Within reasonable limits, the best arrangement is the one that gets the work done.

The appearance of an office is improved by simple practices, such as the following:

- Putting things away from day to day. This is one of your responsibilities.
- Clearing correspondence baskets daily to avoid the accumulation or misplacement of documents.
- Properly stowing supplies that may stain documents or deteriorate rapidly.
- Not stowing cleaning or hazardous materials in desks.
- Removing equipment from desks that might be damaged when the office is cleaned.
- Avoiding accumulations of loose paper or trash in the office. They may create a fire hazard.
- Securing all gear well.
- When securing equipment or supplies that others have been using, exercising good judgment to avoid loss or misplacement of material. What may look like complete confusion to one person may have complete order and meaning to another.

ARRANGING THE DESK

You are always responsible for your own desk. Exactly how you arrange your desk is governed by your own preference and the kind of work you are doing, but you should have an orderly plan.

- If you spend most of your time typing correspondence, you should ensure that an adequate amount of letterhead or bond paper is near.
- Keep pencils, erasers, paper clips, and other small articles in shallow desk drawers or trays.
- Keep unfinished work in a tray or basket.
- If you are unsure about where to keep unfinished work, ask your supervisor.
- If any personal articles are kept in your desk, place them in a separate drawer.
- At the end of the day, clear everything possible from the top of the desk, set straight any articles that must remain on top, and close all drawers.

DUTIES OF A RECEPTIONIST

At one time or another, you will probably receive visitors and greet official callers at your activity or office. The manner in which you conduct yourself and the impression you make determine largely the visitor's initial impression of the whole office or organization. Often the receptionist's manner is apparent, even before he or she moves or speaks, and it sets the tone for what follows.

When receiving and greeting visitors, you should be guided by a few simple rules of business and courtesy. If you do not already know the visitor, you should ask the individual's name. You might write the name on a slip of paper to hand to the person the visitor wishes to see. Listen carefully to inquiries and exercise intelligence and common sense before replying. Do not expect the visitor to know all about the office or the people in it. When referring to Lieutenant Smith, for example, ensure that the visitor knows where Lieutenant Smith's desk is located. If possible, take the visitor to Lieutenant Smith, introduce him, and briefly state the visitor's business. If you cannot help, suggest another source that may be used. This is where broad on-the-job experience is useful. You should never let people leave your office who feel like they have run into a blank wall or that you were unwilling to assist them.

A good receptionist is, to some extent, a buffer for the other people in the office. Time can often be saved if the receptionist knows the answer to an inquiry. You should be careful to know just how far you should go on your own and when it is better to let someone else take over.

When the people in the office are especially busy, the receptionist should protect them as much as possible without denying legitimate requests or causing visitors to wait for unreasonable lengths of time. If a delay cannot be avoided, it may be feasible to suggest that you call the visitor when the person to be seen is free or to find out whether someone else can help.

As an AZ, you should understand that one of your most important functions is to be of help to other maintenance personnel, and no reasonable request should be too much trouble. You should be polite, pleasant, and considerate at all time. Even when a person's requests may seem a bit unreasonable, maintain your composure and good manners.

TELEPHONE PROCEDURES

When a small child first tries to talk on the telephone, the child is likely to nod the head for yes instead of speaking. Many adults, to a lesser degree, make the same mistake. They forget how important facial expression and gestures are in face-to-face conversation and that these factors are missing on the telephone. Misunderstandings can arise on the telephone because the person at the receiving end cannot see the speaker's expression.

People sometimes develop telephone voice mannerisms that give a misleading impression. To avoid this mistake, listen to yourself and decide whether you would like to be spoken to in that tone of voice. Is it natural? Is it pleasant? Is it friendly and yet businesslike? Remember that a conversational tone is best for telephone use. Avoid voices that may sound dull, pompous, informal, impatient, or too sugary. Speak clearly and carefully. Be especially careful in your choice of words to ensure that the intended meaning is clearly conveyed. You should open a telephone conversation by identifying your office and introducing yourself when answering and calling someone on the telephone. For example, "This is the Naval Advancement Center, AZC Smith speaking." If callers fail to identify themselves when you answer the telephone, and it is necessary to know the name, ask for it tactfully. You might say, “May I ask who is calling, please?” or “May I have your name, please?” Avoid phrases that may sound abrupt or suspicious, like “Who’s this?” or “Who’s calling?”

If a telephone caller requests a person who is out of the office, always offer to take a message. If given one, write it down while you are still on the telephone. Be sure to get all details correct, especially the name and the telephone number of the caller. If no message is given, make a note about the call. After hanging up, place the note where the person for whom it is intended will be sure to receive it. It is often a good idea to say, “Perhaps I could help you.” Even if it develops that you cannot, the caller will appreciate your good will. As you learn more about your duties, you will be able to answer more and more questions and save a second call.

TAKING INSTRUCTIONS

When you are given instructions, it is wise to make notes. This is especially true if the instructions are not to be carried out immediately. If there are a number of things to remember, as is often the case, some detail of the instructions may be forgotten that may change the whole operation. Notes provide a means of refreshing your memory and ensuring you heard and understood the directions that were given.

USE OF WORKING HOURS

Obviously, working hours should be used to get work done. However, if you have no work to do, you are encouraged to study training manuals and the references that you use in the daily performance of your job. This wise use of time not only helps you in performing your job more efficiently, but also aids you in preparing for your next rating examination. Remember, it is never too early to start studying. Generally, however, you can find something to do. Your wise use of time demonstrates your initiative, your ability to organize work, and your interest in getting ahead.

OFFICE MACHINES

Office machines play an important part in the efficient operation of almost all aircraft maintenance offices. In the course of your duties, you will be required to prepare and disseminate correspondence, complete reports, as well as reproduce copies of messages, letter-type technical directives, charts, forms, and so forth. Therefore, you must be able to operate word processors, computers, and copiers. You should also know how to provide routine care and maintenance to any machine that you operate. Since almost all office machines are electrical, you should follow certain precautions when operating or cleaning a machine or performing routine maintenance on a machine.

WARNING

Do not eat or drink while operating or cleaning computers or other electrical equipment. Spilling coffee, soda, or foods onto a computer can damage the unit as well as increase the chances of serious bodily harm due to electrical shock.

Computer Familiarization

Throughout the Navy, computers simplify the management and storage of large volumes of data. The computer collects, stores, collates, and processes information in a fraction of the time that is required with manual procedures. In addition, with the help of computer software programs, the preparation and transmission of naval correspondence has also become faster, easier, and more efficient.

Most naval aviation commands have word-processing software programs. The manufacturer of the program usually provides an easy to understand instructional booklet, tutorial program, or both with the computer for easy operation of the word-processing program. Regardless of which word-processing program your activity uses, the instructional booklet and the tutorial should enable you to perform basic computer functions in a very short time.

The major components of the computer include the central processing unit (CPU), an input device (keyboard, mouse), and an output device (printer, monitor). These components are known as the computer’s hardware. These computer components by themselves, however, are useless without computer software. Computer software is a series of instructions that a computer interprets and executes to perform certain functions.

The things you will learn about your computer will grow out of what you already know about typewriters. For example, when you use a typewriter, you must manually load a clean sheet of paper before getting started. The computer automatically provides a blank screen for use as a clean sheet of paper. The computer keyboard is also similar in appearance and function as the typewriter keyboard. The computer keyboard, however, features special keys called function keys to allow users to operate the computer's functions and commands. The computer keyboard also has a numeric keypad for performing fundamental mathematical operations. Further, most electric typewriters have an automatic return. Operating systems of software programs have a similar feature, called wraparound, that returns the cursor to the next line once the typist finishes the current line.

Before operating a computer, take time to read the instructions. In a short time, you should be able to successfully operate your computer and become familiar with the word-processing programs available to you.

Since computers are delicate tools, care should be exercised when computers must be moved or cleaned. A sudden drop on the deck or the use of certain cleaning agents may be harmful to the computer or may render the unit unusable. When a computer must be moved or cleaned, refer to the owner's manual that is provided by the manufacturer.

Word Processing (Typing)

A graduate of the AZ "A" school is not required to take a typing performance test. Successful completion of the approved typing course is a prerequisite for graduation from the AZ "A" school. However, AZ strikers (non-"A" school graduates) must still complete the typing performance test before they can participate in the advancement examination for AZ3.

The typing performance test is usually administered by an activity's (station, ship) education services officer, and may be taken on either a typewriter or a personal computer. The test should be available at least once per quarter. The division chief petty officer (CPO) or petty officer first class, however, may be able to get the test administered on other occasions if they request it at the appropriate time.

AZ strikers are required to type 20 words per minute. For the striker who has had prior typing experience, a small amount of practice will result in 20 words per minute proficiency in just a little time. Therefore, when the AZ striker feels that he or she can type 20 words per minute consistently, the striker should ask the division petty officer for the performance test. Once the striker passes the typing performance test and has the test results entered in his or her service record, the minimum typing requirement for advancement has been met, and the test does not have to be taken again.

Computers and word processors have all but replaced the typewriter. Therefore, the typewriter will not be discussed in this chapter.

Q2. You should know the names and rates or rank of everyone in the office when you start work in the maintenance administration division. (True or False)

Q3. What is the word-processing equivalent of an electronic typewriter's automatic return?

Q4. The input device and the output device are two basic components of a computer. What is the third basic component of a computer?

CLASSIFIED INFORMATION

LEARNING OBJECTIVE: State the three classifications of classified material and the security and handling of each.

AZs handle all types of publications and correspondence, some of which may be classified. Therefore, you will need to know about classified material. In this section of the manual, we will discuss security classifications, safeguarding classified material, correct handling, storage, and transmission of classified material. For detailed information concerning the security of classified information, refer to the *Department* of *the Navy (DON) Information Security Program (ISP) Regulation,* SECNAVINST 5510.36.

CLASSIFICATIONS

There are three approved classifications of classified material: Top Secret, Secret, and Confidential. FOR OFFICIAL USE ONLY is **not** an approved classified material classification. Storage requirements, method of transmission, and safeguarding procedures vary for each classification. The following is a brief description of each classification.

Top Secret. A Top Secret designation is applied to material that, if disclosed, could be reasonably expected to cause exceptionally grave damage to national security. Examples include material on armed hostilities against the U. S. or its allies or disruption of foreign relations vitally that affect national security.

Secret. A secret designation is applied to material that, if disclosed, could reasonably be expected to cause serious damage to national security. Examples include material on the disruption of foreign relations that affect national security, disclosure of significant military plans, or compromise of scientific or technological developments.

Confidential. A confidential designation is applied only to material that the unauthorized disclosure of could be reasonably expected to cause damage to national security. Information that indicates movement and performance of troop or naval forces or discloses test, design, and production data on weapons systems should have a confidential classification.

SECURITY OF CLASSIFIED MATERIAL

Commanding officers have the responsibility of safeguarding all classified material within their commands. They should ensure that classified material that is not being used or under personal observation of authorized personnel is stored in accordance with the *Department of the Navy (DON) Information Security Program (ISP),* SECNAVINST 5510.36. Top Secret material should be stored in a vault, strong room, or security container that is protected by an alarm system or guarded by U. S. citizens during nonworking hours. Secret or Confidential material may be stored in the same manner prescribed for Top Secret material. Secret and Confidential material may also be stored in steel filing cabinets that have approved built-in combination locks or, as a last resort, in steel filing cabinets that are equipped with a steel lock bar. The combination must be changed when one of the following events or situations occurs:

- The container is first placed in use.
- Authorized personnel who know the combination no longer require access.
- The combination is suspected of being compromised.
- The container is taken out of service.

TRANSMISSION OF CLASSIFIED MATERIAL

You should not handle classified information unless you have been authorized to do so by the commanding officer, and then, only when there is a reason for you to do so. Classified material should only be transmitted in the custody of authorized personnel or by an approved electronic system.

Top Secret material should be transmitted by cleared military personnel, DOD contractors, Defense Courier Service (DCS), or by electronic means in encrypted form. Top Secret material should never be transmitted by registered mail or handled by regular routing procedures.

Secret and Confidential matter may be transmitted by any means that is approved for Top Secret or by Registered Mail. The AZ will be concerned chiefly with its transmittal by Registered Mail. Material that is designated as Confidential requires modified handling procedures and may be sent by ordinary U.S. mail, provided the mail does not pass out of U.S. control and does not enter a foreign postal service. Confidential material may also be transmitted electronically in unencrypted form over landlines that are leased or owned by the U.S. government.

NOTE: Safeguarding classified material is an all-hands effort. If you suspect that classified material has been compromised, immediately contact the command security manager, the commanding officer, or the command duty officer.

TRANSMISSION OF "FOR OFFICIAL USE ONLY" MATERIALS

Documents that have been designated "FOR OFFICIAL USE ONLY" do not require the same level of safeguard for storage and transmission as does Top Secret, Secret, or Confidential material. The main thing to remember is that FOR OFFICIAL USE ONLY documents should be disclosed only to persons who have a need to know the information in the documents for the official performance of their duties. For you, this means that you should only disclose such material as directed by persons above you in your chain of command. The fact that a person might be a senior petty officer or commissioned officer would not entitle that person to require access to information that has been designated FOR OFFICIAL USE ONLY if the individual were in a different organization. If you doubt another's right to see a document, you should explain politely that under the circumstances you are not allowed to show the material to the individual. If the individual persists in the request, tactfully refer him or her to someone senior in the chain of command.

Q5. What instruction governs the handling, storage, and transmission of classified material?

Q6. What are the three approved classifications of classified material?

Q7. What officer has responsibility for safeguarding classified material in an activity?

Q8. By what means should Top Secret material be transmitted?

OFFICIAL CORRESPONDENCE

LEARNING OBJECTIVE: Identify the elements of naval correspondence, including standard letters, endorsements, memorandums, and naval messages.

Official correspondence in the Navy includes all recorded communications sent or received by naval personnel in the execution of the duties of their office. Besides letters, correspondence includes memorandums and endorsements as well as messages that are transmitted by electronic means.

Within the Navy, letters are prepared in accordance with procedures outlined in *the Department of the Navy Correspondence Manual,* SECNAVINST 5216.5. SECNAVINST 5216.5 outlines procedures to write standard and business letters. SECNAVINST 5216.5 also outlines procedures for the preparation of memorandums and endorsements. Naval messages are prepared in accordance with procedures outlined in *Naval Telecommunications Procedures User's Manual,* NTP 3.

HANDLING INCOMING MAIL

A local instruction normally prescribes procedures for handling incoming and outgoing mail in individual activities. However, there are some general guidelines that you should follow when handling personal and official mail. Therefore, you need to be familiar with your department's incoming mail-handling procedures.

The volume of mail that is received by naval activities makes it desirable to eliminate unnecessary operations whenever possible. It is important to ensure, however, that a record of all important official correspondence is maintained. Experience and judgment are required to determine what mail should be controlled and what controls can be maintained most effectively.

You should sort mail when it arrives at the maintenance office. To do this, separate personal mail from official mail, and separate mail that can be directly routed from mail that should be controlled. Once separated, place routine personal and official mail (as appropriate) in a secure designated area for divisional pickup or deliver the mail to the appropriate division or work center.

Personally addressed mail falls into two categories—purely personal mail and personally addressed official mail. You should discourage the reception of personally addressed mail at the office because personally addressed mail interferes with the handling of official mail. Personally addressed official mail and correspondence are hard to route and control; therefore, these are not encouraged. A certain amount of such mail will be received, however, and should be delivered unopened whenever possible.

Official mail is routed without opening whenever possible. If information on the envelope does not clearly indicate the intended organizational division or office, official mail should be opened so it can be routed. When mail must be opened, the sorter should read its contents only as far as it is required to determine its destination. Mail that requires priority handling should be delivered promptly.

Personally addressed mail (official and routine) that does not require control will make up the bulk of the mail you receive at each mail call. The remainder of the incoming mail will consist of correspondence that requires some type of control. Mail control is defined as any procedure that is used to make a record of the receipt, location, or dispatch of mail. This definition includes logging or preparing other records to indicate receipt and includes obtaining signatures for classified and registered mail, following up to ensure action, and providing information on the location of an item. The important thing to remember about mail that requires control is that you should never accept or distribute classified or registered mail without authorization and then only when you provide or obtain a signature. Refer to your activity's mail and correspondence handling procedures for mail that falls in this category. Mail controls require additional work and ensuing delays and should be used only for selected types of important mail. Yet, it should be emphasized that some controls are definitely needed for certain types of mail.

CORRESPONDENCE PREPARATION

As an AZ, you must be able to type an official letter correctly and neatly. Every division of the maintenance department where you serve is likely to draft at least an occasional letter for the department head's signature or release. In a maintenance administration office, correspondence preparation will make up a good portion of your daily work routine.

There are two general types of letters—standard and business. The standard letter is a primary tool that is used within the Navy for written communication. For the most part, you will prepare the standard letter. An addressee of a standard letter is a naval activity, the Department of Defense, the Coast Guard, or a civilian firm that deals widely with the Navy. These addressees are familiar with standard letter. An addressee of a business letter is an individual, a civilian firm, and a government agency. These addressees are not familiar with the standard letter. The business letter is not covered in this manual. Refer to the *Department of the Navy Correspondence Manual,* SECNAVINST 5216.5, for information on the preparation of the business letter.

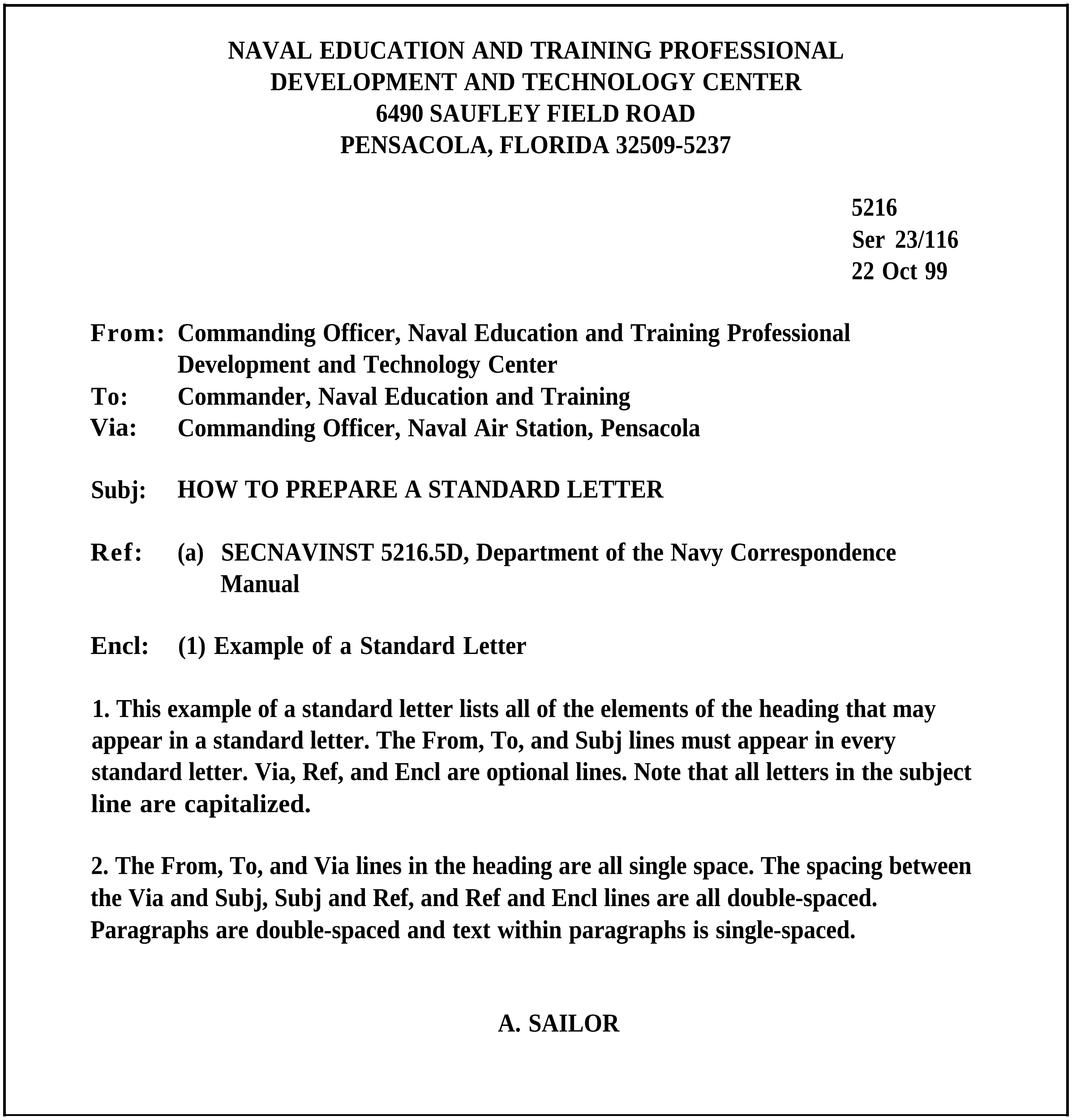
The format of an unclassified standard letter is shown in figure 2-1. As you read the following sections, refer to figure 2-1.

Stationary

Letterhead stationery is normally used for the first page of a standard letter. If a printed letterhead is not available, type or stamp the letterhead in the center of the first page four lines from the top. Type second and subsequent pages on plain bond paper similar to the letterhead in size and quality.

Copies

Before typing a letter, determine how many copies you will need. The requirement for copies of naval letters depends on the subject and local filing practices. Although the necessary number of copies must be



NAVAL EDUCATION AND TRAINING PROFESSIONAL
DEVELOPMENT AND TECHNOLOGY CENTER
6490 SAUFLEY FIELD ROAD
PENSACOLA, FLORIDA 32509-5237

5216
Ser 23/116
22 Oct 99

From: Commanding Officer, Naval Education and Training Professional Development and Technology Center
To: Commander, Naval Education and Training
Via: Commanding Officer, Naval Air Station, Pensacola

Subj: HOW TO PREPARE A STANDARD LETTER

Ref: (a) SECNAVINST 5216.5D, Department of the Navy Correspondence Manual

Encl: (1) Example of a Standard Letter

1. This example of a standard letter lists all of the elements of the heading that may appear in a standard letter. The From, To, and Subj lines must appear in every standard letter. Via, Ref, and Encl are optional lines. Note that all letters in the subject line are capitalized.

2. The From, To, and Via lines in the heading are all single space. The spacing between the Via and Subj, Subj and Ref, and Ref and Encl lines are all double-spaced. Paragraphs are double-spaced and text within paragraphs is single-spaced.

A. SAILOR

Figure 2-1.—Standard letter.

determined separately for each situation, the following information may help you:

- When making copies, remember that photocopying is convenient but expensive.
- Maintain an updated command distribution list. An updated distribution list prevents the sending of correspondence to commands that have no further need of it.
- Resist the urge to send "just in case copies." Try to pinpoint the exact number of copies that are needed.
- Use two-sided photocopying whenever possible.
- Include only addressees with a genuine need to know whenever your letter has a "Copy to" block.
- Avoid keeping "nice to have" copies of documents you don't really need.

STANDARD LETTER FORMAT

The format of the standard letter is precisely outlined in the *Department of the Navy Correspondence Manual,* SECNAVINST 5216.5. You should follow the procedures in SECNAVINST 5216.2 to the last detail when you prepare naval correspondence. In addition, SECNAVINST 5216.2 provides detailed examples of standard letters, memorandums, and endorsements. Included in an appendix to SECNAVINST 5216.2 are correct models of address and salutation, available forms and envelopes, and stationary requirements.

Margins

You should maintain a 1-inch margin at the top and bottom and on both sides of each page of a standard letter. Several exceptions exist. One exception is when you type the letterhead. Another is on the page where the signature appears.

General style

Neither a salutation nor a complimentary close appears on a standard letter. Type major paragraphs in block style, that is, without indenting. Periods do not follow the parts of the heading or the closing. Use abbreviations in the following items of the heading: Subject (Subj:), Reference (Ref:), and Enclosure (Encl:). When referred to in the text, spell out the item, and do not capitalize the initial letter in the item unless the item is the first word of a sentence. When a heading entry is too long to complete on one line, continue the heading to the next line and flush with the first word of the entry.

The format of a standard letter is disccussed in the following text.

IDENTIFICATION SYMBOLS: There are three elements that make up the identification symbol: (1) the standard subject identification code (SSIC), (2) originators code by itself or in a serial number, and (3) the date. Type these elements in the upper right-hand corner and blocked one below the other. Identification symbols are used on correspondence for reference, identification of the sender, and for filing record purposes. Elements of the identification symbol are described below:

- **SSIC.** When a "Refer to" line is printed on the stationary, it governs the location of the identification symbols. The standard subject identification code (SSIC) is a four- or five-digit numeric code that is used to group correspondence. *The Department of the Navy Standard Subject Identification Codes*, SECNAVINST 5210.11, contain SSICs. If the drafter of the letter has omitted this information from the rough draft of a letter, you should look up the correct SSIC in the SECNAVINST 5210.11.
- **Originator's code.** The originator's code may be the office symbol of the drafter, the hull number of a ship, or other unique code that is dictated by local policy. The originator's code should appear on all standard letters, and may or may not include a serial number, depending on local policy and correspondence classification. All classified correspondence must have a serial number along with the security classification. The serial number for unclassified correspondence may be omitted. The administration department of the ship or station where you are assigned normally controls the serialization of outgoing correspondence.
- **Date.** Type the date in day-month-year order; for example, 1 June 95. Type or stamp the date that the letter is signed. Omit the date when correspondence will be signed on a later date.

CLASSIFICATION: If a letter is classified, type the appropriate designation, TOP SECRET, SECRET, or CONFIDENTIAL, in capital letters at the left margin two lines below the date in the identification symbol.

In addition to the typed classification, stamp the classification (with red stamped lettering, if possible) in the center of the top and bottom margins. When you use either of the terms Top Secret, Secret, or Confidential in the body of correspondence to denote a classification category, capitalize only the initial letter or letters. For detailed instructions regarding classified correspondence preparation, refer to the SECNAVINST 5510.36.

"FROM" LINE: Type the "From" line two lines below the date in the identification symbol or two lines below the classification at the left margin. Allow two spaces between the colon after "From" and the beginning of the addresser's title. The "From" line identifies by title, the official in authority (usually the commanding officer or the officer-in-charge) over the activity with cognizance over the subject that is covered by the letter. If an addressee needs to reply to the letter, he or she should direct the reply to the addresser. The "From" line furnishes the addressee with this information. Remember that all standard letters must have a "From" line. Use only long address titles in this section.

"TO" LINE: Place the "To" line on the next line below the "From" line. Allow four spaces from the colon after "To" to the beginning of the title of the addressee. When the functional title does not clearly distinguish the addressee, give sufficient information as to the intended activity to assure that the letter is correctly delivered. Except when you prepare correspondence that is intended for a ship, follow the title of the addressee with the title or the code designation (in parentheses) of the office that has immediate responsibility for the subject matter. Use the complete mailing address with the ZIP code for the "To" addressee when you want the address for a record.

"VIA" LINE: Place the "Via" line, if any, on the next line below the "To" line. If there is more than one 'Via" addressee, number each with a numeral that is enclosed in parentheses: (1), (2), (3) and so forth. "Via" addressees are used when one or more activities should see a letter before it reaches the activity that it is addressed to. The numerals indicate the sequence through which the correspondence is sent.

"SUBJECT" LINE: Use the abbreviation "Subj" to introduce a topical statement of the subject of the correspondence. Place the "Subj" line two lines below the preceding line of type. Allow two spaces from the colon after "Subj" to the beginning of the subject. Use normal word order. Capitalize all letters in the subject line. A letter of reply usually repeats the subject of the incoming letter.

"REFERENCE" LINE: Use the abbreviation "Ref" to identify applicable references. References are previously released correspondence or conversations that have a direct bearing on the correspondence that you are preparing. Type the "Ref" line two lines below the last line of the subject line. Begin each reference citation on a new line. Allow three spaces between the colon after "Ref" and the beginning of the first reference. List references in the order that they are discussed in the text of the communication. Identify references with small letters that are enclosed in parentheses: (a), (b), (c), and so forth. When referencing a letter, you should include the following information:

- The abbreviated title of the originator
- Location of the originating activity
- The abbreviation "ltr" or "memo"
- All identification symbols that were assigned to the referenced letter
- The date

Other types of references include publications, instructions, telephone conversations, endorsements, and messages. When documents other than letters or memos are listed as references, they should be fully identified as to origin, title, and date. Specific samples of various types of references are listed in SECNAVINST 5216.5.

"ENCLOSURE" LINE: Include the abbreviation "Encl" in the heading when correspondence that bears directly on the standard letter is forwarded with the letter. Place the "Encl" two lines below the preceding line of text with each enclosure notation beginning on a new line follow the colon after "Encl" with two spaces. Number enclosures with numerals in parentheses: (1) (2), and so forth. List each enclosure in the order that it is discussed in the text. Identify each enclosure that accompanies the letter by typing, stamping, or writing "Encl" in the lower right corner plus the number that is assigned to it in parentheses, for example, Encl (1).

TEXT: Begin the text (or body) of the letter two lines below the heading information. When drafting a letter, begin by making the opening paragraph clear and concise.

Strict procedures apply when a standard letter that will contain classified information is drafted. Each paragraph that contains classified material must be identified by its classification. Some letters may contain classified and unclassified information. In this case, the overall letter should be assigned the highest classification of material that is contained in the letter.

Mark or number a major paragraph flush at the left margin with an Arabic numeral with a period. Allow two spaces between the period and the first word of the paragraph. Single-space a paragraph in a letter. Double-space between paragraphs and subparagraphs. Do not begin a paragraph at the bottom of the page unless you have enough space for at least two lines of text on that page and at least two lines of text on the following page.

You should indent subparagraphs four spaces from the left margin and mark each with a small letter that is followed by a period. The second and succeeding lines should extend between the left and right margins. Indent each further degree of subdivision accordingly. Mark sub-subparagraphs with numerals in parentheses and the next lower degree paragraph with small letters in parentheses. If you need subparagraphs, you should use at least two. You should limit your use of subparagraphs whenever possible.

SIGNATURE BLOCK: Type or stamp the signature block. Begin the block at the center of the page, four lines below the last line of the text. The signing official's name should be in capitals. Don't include the rank or the title of the signing official. Include the term "By direction" below the signature when a subordinate is authorized to sign the letter. Use the term "Acting" below the signature when the signer has been formally appointed to temporarily sign the letter in the absence of the commanding officer or other signing official. Enter a title under the signature block of a principal subordinate who is authorized to sign by title, such as the chief of staff or deputy in a major command. For correspondence or orders that affect pay or allowances, enter "By direction of the Commanding Officer." The term "By direction" means the correspondence is signed by direction of the commanding officer, and it is only used when the person who signs is authorized to do so in writing.

"COPY TO" LINE.—The "Copy to" line is an optional line that list addressees outside your activity that have a need to see a letter's content but have no need to take action on the letter. When used, place the "Copy to" line at the left margin on the second line below the signature line. List the officials who will receive copies with abbreviated titles below "Copy to" and even with the left margin. In naval correspondence, 'Copy to" addressees may be indicated on the original as well as on the copies. Addressees that appear under the "Copy to" line do not have to be listed by seniority and should be kept to a minimum.

PAGE NUMBERING.—Unless the letter is classified Top Secret, do not number the first page of a letter. Number each page of a Top Secret letter.

On all other correspondence, number the second and succeeding pages. Center page numbers 1/2 inch from the bottom edge of the page beginning with the number 2. Type the page numbers without parentheses, dashes, or periods.

The signature page of a letter that exceeds one page in length should contain a minimum of two lines of the text. Repeat the subject shown on the subject line of the first page on the sixth line from the top of the second and succeeding pages.

Assembling a letter

After you complete a letter, arrange the correspondence that should accompany the letter for signature according to the instructions of the signing official. The arrangement that is outlined below is a suggested order for assembling an outgoing letter and may be altered to conform to local practices. For specific guidelines, refer to the SECNAVINST 5216.5.

1. Briefing sheet as prescribed locally. Brief sheets may be omitted for short, self-explanatory letters.
2. Original outgoing letter to be signed, arranged in normal order.
3. Courtesy copy with enclosures, if required, arranged in the order that they are listed in the letter.
4. Copies for "Via" addressees with enclosures.
5. Envelopes or mailing labels, if required.
6. Copies for "Copy to" addressees, with enclosures if required.
7. Official file copies of the letter with enclosures.
8. Incoming letter, previous correspondence, or reference documents, if any.

MULTIPLE-ADDRESS LETTERS

A multiple-address letter is a standard letter that is addressed to two or more activities. The addressees may be individually identified in the address or addressed as a group. The format of the multiple-address letters is the same as the naval letter. The only exception is in the handling of addressees. When there are four or fewer addressees, the title of the first addressee is typed on the "To" line, with the other addressees listed on succeeding lines, each title flush with the first. For more than four addressees, a "Distribution" line is used. When a "Distribution" line is used, the short title, collective titles, or both collective and short titles of addressees are listed individually at the end of the letter.

JOINT LETTERS

A joint letter is a naval letter that is signed by officials of two or more activities to establish an agreement or for matters of mutual concern. A joint letter has much the same format as a standard or multiple-address letter. Prepare a joint letter on plain bond paper. In a joint letter, type the command titles of each official who will sign the letter at the top of the page. Ensure that the command title of the most senior official is listed on top. Include the identification symbols (SSIC, originator's code, and date) along with the short title of both commands on the joint letter. When the joint letter is ready for signature, arrange the signature blocks so that the most senior official is on the right. Type the junior official's signature flush with the left margin. Place a third cosigner, if any, in the middle of the page.

ENDORSEMENTS

An endorsement is a brief form of naval letter that is used to approve, disapprove, forward, or comment on the contents of a letter that is transmitted through one or more addressees before it reaches its destination. The contents of a prior endorsement may also be the subject of comment. An endorsement should not be used to reply to the basic communication. Endorsements may be added by one or more of the activities through which an original letter is channeled before it reaches its final destination. An example of a same page endorsement is shown in figure 2-2.

The length of an endorsement, the amount of space that remains on the basic letter, and whether or not changes will be made to the endorsement will dictate whether a same page or new page endorsement should be used. If an endorsement will completely fit on the signature page of the basic letter or previous endorsement and will not be revised, then an endorsement may be added to that page. If an endorsement will not completely fit on the signature page or on a previous endorsement page or, if there is a possibility that the endorsement will be revised, then the endorsement should begin on a new page. An endorsement should remain with the basic letter. Plain bond paper is used for the original of an endorsement, but manifold paper may be used for copies.

When an endorsement is typed below the preceding basic letter or endorsement, a horizontal dash line is placed two lines below the last line in the preceding communication. Same page endorsements may omit the SSIC, subject, and the basic letter's identification symbols. The general style of an endorsement is as follows:

- Endorsements should be numbered in the sequence that they are added to the basic letter. Identify the number of the endorsement by using FIRST, SECOND, THIRD, and so forth. After the number, type "ENDORSEMENT on" and then identity the basic letter by using the same format as a reference line.

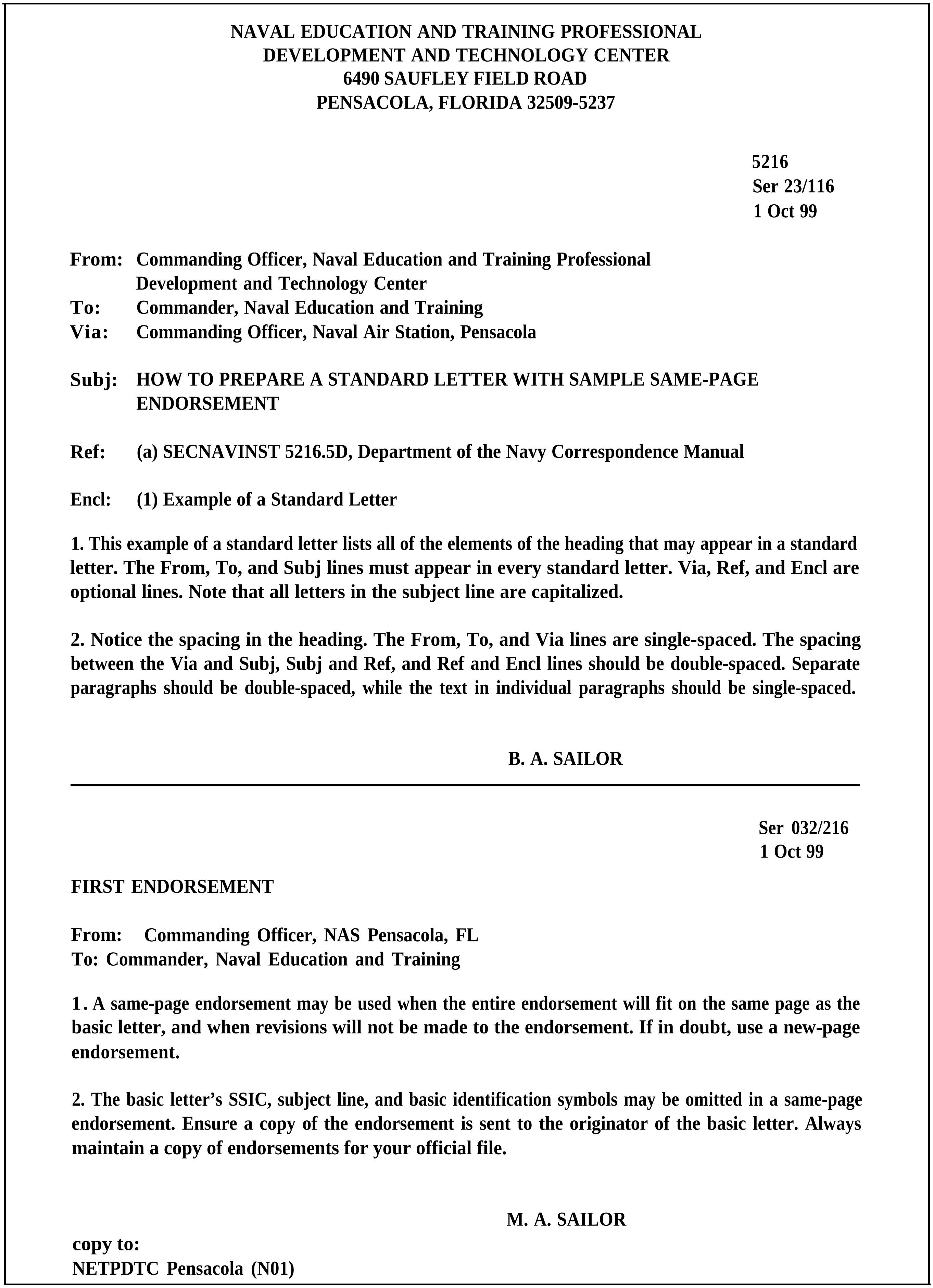
- References that appear in the basic letter should not be repeated in an endorsement. List only new references that are added.

- Enclosures that are listed in the basic letter should not be included in an endorsement. Send any enclosures that are added to the action addressee. Omit enclosures that the action addressee already has, enclosures that are impertinent to the original correspondence, or enclosures that are impractical to send.

- Send one copy of your endorsement to the originator of the basic letter. A single copy of your endorsement should also be sent to each prior endorser if your endorsement is significant. Significant endorsements include correspondence "forwarded recommending disapproval" and correspondence that is "readdressed and forwarded." Routine endorsements include correspondence that is "forwarded," "forwarded for consideration," and "forwarded recommending approval."

MEMORANDUMS

Memorandums provide an informal means to communicate within an activity or between Department of the Navy (DON) activities. Of the types of memorandum formats that the DON uses, we will discuss four here. Other types of memorandums, such



NAVAL EDUCATION AND TRAINING PROFESSIONAL
DEVELOPMENT AND TECHNOLOGY CENTER
6490 SAUFLEY FIELD ROAD
PENSACOLA, FLORIDA 32509-5237

5216
Ser 23/116
1 Oct 99

From: Commanding Officer, Naval Education and Training Professional Development and Technology Center
To: Commander, Naval Education and Training
Via: Commanding Officer, Naval Air Station, Pensacola

Subj: HOW TO PREPARE A STANDARD LETTER WITH SAMPLE SAME-PAGE ENDORSEMENT

Ref: (a) SECNAVINST 5216.5D, Department of the Navy Correspondence Manual

Encl: (1) Example of a Standard Letter

1. This example of a standard letter lists all of the elements of the heading that may appear in a standard letter. The From, To, and Subj lines must appear in every standard letter. Via, Ref, and Encl are optional lines. Note that all letters in the subject line are capitalized.

2. Notice the spacing in the heading. The From, To, and Via lines are single-spaced. The spacing between the Via and Subj, Subj and Ref, and Ref and Encl lines should be double-spaced. Separate paragraphs should be double-spaced, while the text in individual paragraphs should be single-spaced.

B. A. SAILOR

Ser 032/216
1 Oct 99

FIRST ENDORSEMENT

From: Commanding Officer, NAS Pensacola, FL
To: Commander, Naval Education and Training

1. A same-page endorsement may be used when the entire endorsement will fit on the same page as the basic letter, and when revisions will not be made to the endorsement. If in doubt, use a new-page endorsement.

2. The basic letter's SSIC, subject line, and basic identification symbols may be omitted in a same-page endorsement. Ensure a copy of the endorsement is sent to the originator of the basic letter. Always maintain a copy of endorsements for your official file.

M. A. SAILOR

copy to:
NETPDTC Pensacola (N01)

Figure 2-2.—Standard letter same-page endorsement.

as the Memorandum For Memorandum, the Memorandum of Agreement, and the Memorandum of Understanding, are normally reserved for use by high-level officials, such as the Secretary of the Navy and the Secretary of Defense.

Memorandum for the Record (MFR). An MFR is used as an internal document to record supporting information that is not recorded elsewhere. Candidates for an MFR include results of meetings, important telephone conversations, or oral agreements. MFRs may be typed or handwritten. Although informal, the MFR should be dated, signed, and show the signer's organizational code.

Printed Memorandum Forms. Printed forms may be used to communicate between individuals or offices within the same activity. Unlike the MFR, memorandum forms require a "From," '"To," and "Subj" line, and a name, title, or office code. The contents of a printed memorandum may be handwritten.

Plain-Paper Memorandum. The plain-paper memorandum is used to communicate informally within an activity. It is no more formal than the printed memorandum form, but it is more flexible when there are multiple addressees. The plain-paper memorandum is similar to a standard letter, but no identification symbols other than the date is needed.

Letterhead Memorandum. The letterhead memorandum may be used for direct routine communication within your activity or with an activity outside your command. When used within your activity, the letterhead memorandum provides more formality than either the printed "from-to" or plain-paper memorandum. The letterhead memorandum may be used to communicate with an activity outside your command when the subject is routine and no commitment or official position is taken.

MISCELLANEOUS CORRESPONDENCE

You may be required to draft other types of correspondence, such as business letters and directives. SECNAVINST 5216.5 prescribes policies and procedures and furnishes detailed information for preparation of all types of naval correspondence. This includes information on envelope preparation, mailing procedures, and the use of special mailing instructions as well as information on the forms of addresses, salutations, and complimentary closes to be used in naval correspondence.

NAVAL MESSAGES

As an AZ who works in maintenance administration, one of your primary duties will include naval message drafting for approval. A naval message is a brief form of official communication that is transmitted through a Navy telecommunication center. The naval message is used for urgent communication where speed is of primary importance.

Messages should not be used to transmit information where a letter can provide the same information in time for proper action. The majority of the messages that you draft will be of the general administration (GENADMIN) variety. GENADMIN messages are narrative messages that pertain to organizational-level matters that warrant electronic transmission. These include messages that relate to operations and readiness as well as certain reports and information that require substantial attention of seniors. A description of a naval message is shown in figure 2-3.

Message Terminology

Before you draft a naval message, you should become familiar with the following message terminology:

Originator. The originator of a message is the authority in whose name the message will be transmitted.

Releaser. The message releaser is the individual who is authorized to release a message for transmission in the name of the originator.

Drafter. The drafter is the individual who composes the message. The message drafter's responsibilities include selecting the correct precedence, using the correct message format, and addressing the message properly. The message drafter plays a significant role in the message preparation and transmission.

Minimize. Minimize is a restriction that is imposed on message traffic release when emergency conditions exist. Minimize reduces less urgent message traffic or voice communication when an actual or simulated emergency arises or is anticipated.

Date-Time-Group (DTG) *indicator.* The DTG indicator is the primary means that is used to identify a naval message. 121430Z JAN 98 is an example of a DTG. A DTG consists of two parts. The first two digits (12) indicate the date and the last four digits (1430) indicate the hour the message was transmitted. The "Z"

ADMINISTRATIVE MESSAGE
ROUTINE

R 111230Z APR 98 ZYB

FM MESSAGE ORIGINATOR PLUS OFFICE CODES IF APPLICABLE//

TO ACTION ADDRESSEES AND OFFICE CODES UNLIMITED NUMBER//

INFO COMMANDS THAT HAVE A NEED TO KNOW BUT REQUIRE NO ACTION//

UNCLAS //N02319//

MSGID/GENADMIN/ORIGINATOR'S PLA//

SUBJ/MESSAGE FORMATS AND PROCEDURES//

REF/A/DOC/NCTC WASHINGTON DC/JUL97/-//

REF/B/DOC/OPNAV WASHINGTON DC//APR96/-//

AMPN/REF A IS NAVAL TELECOMMUNICATIONS PROCEDURES USERS MANUAL NTP 3 (J) AND OUTLINES PROCEDURES FOR FORMATTING AND TRANSMITTING NAVAL MESSAGES. REF B IS OPNAVINST 5510.1, INFORMATION AND PERSONNEL SECURITY PROGRAM MANUAL.

RMKS/1. ADMINISTRATIVE MESSAGES ARE MESSAGES THAT PERTAIN TO ORGANIZATIONAL LEVEL MATERIALS OF A NATURE OR URGENCY THAT WARRANT ELECTRONIC TRANSMISSION. ADMINISTRATIVE MESSAGES INCLUDE MESSAGES THAT REFER TO OPERATIONS AND READINESS AND INFORMATION THAT IS TIME CRITICAL.

2. THE HIGHEST PRECEDENCE THAT IS NORMALLY ASSIGNED TO ADMINISTRATIVE MESSAGES IS ROUTINE. THE EXCEPTION TO THIS RULE ARE MESSAGES REPORTING DEATH OR SERIOUS INJURY. THESE MESSAGES SHALL BE ASSIGNED AN IMMEDIATE PRECEDENCE. MESSAGE PRECEDENCE DETERMINES THE SPEED WITH WHICH EACH MESSAGE SHOULD BE DELIVERED AND INDICATES THE RELATIVE ORDER OR PROCESSING AND DELIVERY TO THE RECIPIENT(S).//

BT

Figure 2-3.—Naval message format.

indicates the time zone suffix ZULU for Greenwich Mean Time. The month (JAN) and year of origin (98) make up the remainder of the DTG. Naval messages may be filed by DTG.

Precedence. Message precedence identifies the priority that a message will be processed and its speed of delivery to recipients. The four categories of message precedence in ascending order of urgency are

Routine, Priority, Immediate, and Flash. You should exercise sound judgement when choosing message precedence.

Plain Language Address (PLA). PLAs identify activities by short title and sometimes location. For example, the PLA address for Sea Control Squadron Twenty Two (VS-22) would be typed on a message as SEACONRON TWO TWO.

Message Types

Messages are classified according to precedence, content, addressees, and format.

Naval message drafts should ensure that the appropriate precedence is assigned to outgoing messages. A "Routine" precedence should not be assigned to important outgoing messages when information is of a time-sensitive or critical nature, nor should an "Immediate" precedence be assigned to an outgoing message that contains only routine information.

Message content determines whether a message is operational or administrative. Operational messages influence or deal directly with ship, troop, or aircraft movement or directly bear on safety of life, ship, forces, intelligence operations, communications, or battle plans. Operational messages also deal with information that relates to fleet readiness training exercises. Administrative messages deal primarily with administrative matters that concern operations and readiness.

Messages types are also classified according to addressees. There are four types of addressees as follows:

- Single-addressee messages have only one addressee. The single addressee may be either the action addressee (TO) or information addressee (INFO).

- Multiple-address messages have two or more addressees, either action or information.

- Book messages are messages that are destined to two or more addressees but contain addressee information that the drafter feels should not be disseminated to the other recipients.

- General messages are GENADMIN-formatted messages for recurring release to a predetermined distribution list or Navy-wide. This type of message is usually identified by the general message title of ALCOM (all commands), NAVOP (naval operations), or ALMILACT (all military activities).

There are two types of message formats—narrative and pro forma. GENADMIN is the United States Message Text Format that is used for most narrative messages. Pertinent instructions and publications specify the use of other formats for narrative messages. Pro forma messages are messages with defined data fields that can be read and processed by machine.

Message Preparation

Naval messages are prepared in accordance with the *Naval Telecommunications Procedures User's Manual*, NTP 3. NTP 3 provides specific guidance on the preparation and transmission of naval messages. Changes to message preparation procedures occur frequently, so be sure to use the latest revision to the NTP 3. If in doubt about message preparation procedures, check with your local communications office.

The Message Text Format (MTF) Editor provides you with automated assistance for drafting GENADMIN messages. MTF Editor software is menu driven and allows you to draft a formatted message by using a fill-in-the-blank template. Some fields on the template are mandatory, and other fields are optional. You should refer to the NTP 3 whenever you are unsure if a field is mandatory or optional. The following are general guidelines to use when you draft a GENADMIN message:

- Allowable characters include A through Z (all capitalized), numerals 0 through 9, blank spaces, and some special characters. The allowable special characters are quotation marks (" "), periods (.), commas (,), parentheses ( ), question marks (?), hyphens and dashes (-), and, in some cases, slants (-/-). Don't use other special characters because they are not available on Navy teletypewriter keyboards and will cause formatting errors.

- Limit abbreviations within the text of messages to those meanings that are self-evident, unequivocal, and easily recognized. In doubtful cases, always let clarity take precedence over brevity.

- Use the mandatory sets (MSGID, SUBJ, and RMKS) on all GENADMIN messages. Use optional sets (REF, NARR, and so forth) as necessary. If information is available and pertinent to the message, include optional sets. Conditional sets are EXER/OPER and NARR/AMPN. When using optional sets, use one set at a time. Never use optional sets together.

- When using the REF (Reference) set, you should use the AMPN or the NARR set. Use the AMPN (Amplification) set if there is only one reference. Use the NARR (Narrative) set when there are multiple references. A reference may be a meeting, conversation, document, letter, or record message. Refer to the NTP 3 for the appropriate message reference identifier.

- Be careful when drafting the addressee portion of naval messages. Your command should have the Distributed Plain Language Address (PLA) Verification System (DPVS) installed on all computers that have the MTF Editor. DPVS provides naval message originators with current single and collective PLA information. PLAs may also be found on the Internet. This information ensures that messages are transmitted to activities that are supposed to receive them. If an addressee does not appear in DPVS, verify the address. If your command does not have DPVS, it is available from the local Navy telecommunications center.

- Copy all outgoing messages to a diskette for delivery to the Navy telecommunications center. Ensure that the diskette is properly marked with the highest precedence of the content of the disk, the name of your activity, and your telephone number. Deliver a properly formatted disk that is free of computer viruses.

- Remember that a designated message releaser should sign outgoing naval messages.

Q9. *What document outlines detailed procedures for preparing standard letters, memorandums, and endorsements?*

Q10. *When preparing a standard letter, what rule of thumb should you use for margins?*

Q11. *What element of the standard letter identifies the sender, acts as a reference, and is used for filing purposes?*

Q12. *What type of correspondence is similar to a standard letter, is transmitted through another addressee before it reaches its final destination, and is used to approve, disapprove, forward, or comment on the contents of another document?*

Q13. *What form of correspondence provides an informal means to communicate within an activity or between Department of the Navy (DON) activities?*

Q14. *What type of urgent correspondence is transmitted through a Navy telecommunication center?*

Q15. *The release of naval messages is sometimes restricted during an actual or simulated emergency condition. What is this message release restriction called?*

Q16. *When drafting a naval message and using the NARR set, how many references must you use?*

Q17. *What system provides an originator of a naval messages with access to current single and collective plain language address information?*

DIRECTIVES ISSUANCE SYSTEM

LEARNING OBJECTIVES: Describe the purpose of the Directive Issuance System. Identify the types of directives, their numbering system, and directive security identification.

The directives issuance system provides a uniform method for issuing directives by all naval activities. As set forth in the *Department of the Navy Directives Issuance System,* SECNAVINST 5215.1, the directive issuance system contains two parts. Part I contains Definitions, Criteria, and Responsibilities for issuing directives. Part II contains Preparation and Maintenance of Directives procedures. The directives issuance system is used in conjunction with the *Department of the Navy File Maintenance Procedures and Standard Subject Identification Codes* (SSIC), SECNAVINST 5210.11. SECNAVINST 5210.11 provides the Navy with a standardized file numbering system to efficiently manage large volumes of paperwork, so Navy personnel have the same filing system from one activity to another. The file numbering system is based on SSICs. SSICs indicate the subject and may be used to identify the document for filing purposes. The SSIC is also used when naval correspondence is prepared.

SCOPE

In the directives issuance system, a directive is defined as a written communication that prescribes or establishes policy, organization, conduct, method, or procedure. Generally, a directive is issued to do one or more of the following:

- Regulate or set up essential administration
- Establish policy
- Delegate authority or assign responsibility
- Establish an organizational structure
- Assign a mission, function, or task
- Initiate or govern a course of action or conduct
- Establish a procedure, technique, standard, guide, or method of performing a duty, function, or operation
- Establish a reporting requirement
- Change, supersede, or cancel another directive

At times, directives are issued that may not fall within the scope of these criteria. These types of directives are issued in the directives issuance system to obtain quick and controlled dissemination. Normally issued as a notice, a directive of this type may include the following:

- Requests for comments, approval, or information
- Directions for routinely carrying out established operations, such as matters that pertain to individual personnel actions or special shipments of materials
- Informative announcements, such as education or promotion opportunities, recreational activities, work improvement plans, suggestions for morale building, or changes in office locations or telephone extensions

The Navy-wide use of the directive issuance system is advantageous to those activities that receive directives. It allows every naval activity that receives directives to group directives by subject and combine related subjects. Grouping and combining directives with related subject eases the directive filing process and distinguishes directives that are of a continuing nature from those that are of a brief duration. Another advantage to activities that receive directives is that the directive issuance system allows activities to obtain complete sets of instructions upon activation and decommissioning. By using periodic checklists and subject indexes (5215s), an activity can determine the current status of directives, completeness of a set of directives, or directives currently in force.

Use of the Navy Directives Issuance System is advantageous to activities that issue directives. The directive issuance system reduces the number of directives in effect by consolidating instructions that cover the same subject matter and eliminates instructions that duplicate, overlap, or conflict. The directive issuance system also improves the adequacy and coverage of instructions, identifies gaps in policy and procedures so other directives may be issued to cover necessary subjects, and ensures that activities are sent only those directives that they need.

TYPES OF DIRECTIVES

Two types of directives are used in the directives issuance system—instructions and notices.

Instructions are directives that contain information of a continuing nature or require continuing action. An instruction has continuing reference value and is effective until the originator cancels or supersedes it.

Notices are directives of a onetime nature and usually contain information or action applicable for a brief period (usually 6 months or less, but in no case more than 1 year). A notice has the same force and effect as an instruction but does not have permanent reference value. Therefore, a notice contains provisions for its own self-cancellation. This cancellation date should always be stated. When the exact cancellation date cannot be determined, a specific date for record purposes is set far enough in the future to allow completion of all necessary use of the notice.

The AZ uses many different instructions and notices in the performance of daily tasks. Directives are issued by the systems commands, bureaus, type commands, ships, stations, and operating activities. Many of the directives that are used in aircraft maintenance activities are issued by the Headquarters of the Naval Air Systems Command and are known as NAVAIR instructions and notices. Each issuing activity provides a catalog of issued directives by issuing a NOTICE 5215 that lists its current directives. The consolidated index, NAVPUBNOTE 5215, contains a list of major commands' directives; for example, OPNAV, SECNAV, BUMED, and so forth. Some of these directives are listed and found on the Internet.

Identifying And Numbering Directives

Each originating office identifies its directives by (1) the originator's abbreviation, (2) the type of directive, (3) the subject classification number, and (4) a consecutive number that is preceded by a decimal point (for instructions only). For example:

(1)	(2)	(3)	(4)
SECNAV	INSTRUCTION	5215	.1

Each directive is assigned a subject number from the Department of the Navy Standard Subject Identification Code (SSIC) system.

Consecutive numbers are assigned to instructions that have the same subject classification number to show the order of issuance. For example, the subject number for contract financing is 7810. An originating office would assign numbers to the first, second, and third instructions that it issues on contract financing subjects as follows: 7810.1, 7810.2, and 7810.3, respectively.

Notices are not assigned consecutive numbers because of their onetime nature or brief duration. For this reason, the date must always be used when a notice is referred to, for example, OPNAV Notice 5442 of 6 Jan 1998.

Security Identification

The security classification of Confidential or Secret instructions and notices are indicated by prefixing the subject numbers by the letter "C" for Confidential and by the letter "S" for Secret. A single set of consecutive numbers is used by each originating office for each subject number regardless of the security classification of individual instructions. For example, if the first instruction that was issued on the subject of contract financing was unclassified, the second instruction Confidential, and the third instruction Secret, they would be numbered 7810.1, C7810.2, and S7810.3, respectively.

Requisitioning Directives

Copies of directives, excluding notices, may be ordered from the stock points shown on each directive. If a directive does not have a stock number, a letter should be used to order the directive from its originator. Directives that have stock numbers and are listed in Navy Supply Publication 2002 (NAVSUP PUB 2002) may be ordered by using the MILSTRIP Message Transmittal Worksheet via the Defense Automated Address System (DAAS). Directives may also be requisitioned by using the Streamlined Automated Logistics System (SALTS). Some directives can be downloaded from the applicable Internet site. For complete ordering instructions for directives, forms, and publications, refer to the *Naval Air Systems Command Technical Manual Program,* NAVAIR 00-25-100.

Q18. What system provides a uniform method of issuing directives by all naval activities?

Q19. What type of document is used to establish policy, organization, conduct, method, or procedure?

Q20. What are the two types of directives that are used in the directives issuance system?

Q21. A directive is numbered C5218.2. What does the "C" that precedes the directive number indicate?

CORRESPONDENCE TRANSMISSION, STORAGE, AND FILING

LEARNING OBJECTIVES: Identify correspondence transmission, storage, and filing procedures. State the purpose of Standard Subject Identification Codes (SSICs).

As an AZ, you will be required to file correspondence correctly and find it promptly. To do this, you must be thoroughly familiar with the Navy filing system and your own files. For example, the maintenance officer may ask you to find a certain letter immediately. The maintenance officer may identify the letter by saying it came from either Commander, Naval Air Force U. S. Atlantic Fleet (COMNAVAIRLANT) or NAVAIRSYSCOM and had something to do with hand tools. On second thought, maybe NAVSUPSYSCOM sent the letter and it covered banding tools. The maintenance officer remembers reading the letter about 6 months ago and has had no further need to refer to it until now.

Such events are everyday occurrences in large maintenance administrative offices. Unless you have a workable system for locating requested materials, you are in for considerable embarrassment, and your seniors will not receive the assistance they have a right to expect.

Constant changes in naval office personnel due to transfers, leave, and discharges, emphasize the need for a standardized subject identification and filing system. The present system fills that need. If you know the subject identification system of one ship or station, you can operate that of another with little decrease in efficiency. This does not mean that each office has the same number of file jackets. Rather, it means that a uniform system is used in assigning subject identification numbers, that all general files have the same basic arrangement, and certain types of files are maintained by all activities.

Technological advances allow electronic filing of some types of official correspondence on computer diskette. Electronic files are essentially the same as paper files but with one distinct advantage-they allow easy storage and retrieval of large volumes of information in only a fraction of the time and space that would be required for paper files. In practice, there is no difference between managing paper files and managing electronic files. A major disadvantage of electronic document filing is the possibility of frequent power outages and failures. Electronic filing is not practical for every item of correspondence; for example, incoming letters and memorandums. However, other correspondence, such as incoming and outgoing naval messages, can be easily filed electronically.

ELECTRONIC MAIL (E-MAIL)

Electronic mail (e-mail) provides another means of drafting, stowing, and transmitting correspondence. E-mail allows communication within and between activities, and may be used for informal and formal communication. E-mail also allows users to immediately draft, transmit., or respond to correspondence. E-mail serves the same purpose as a telephone call or letter but, in many cases, is much faster and automatically provides a record of the communication. The transmission and storage of classified or sensitive information by e-mail should be avoided due to security concerns and privacy issues. Refer to the *Department of the Navy Correspondence Manual*, SECNAVINST 5216.5, for procedures to transmit classified material by e-mail. For e-mail management procedures, refer to *the Navy and Marine Corps Records Disposition Manual*, SECNAVINST 5212.5 and SECNAVINST 5216.5.

FACSIMILE (FAX) TRANSMISSION

A facsimile machine or fax is another fast and reliable method of transmitting correspondence, and is an excellent alternative to the U. S. Postal System. The fax telephone number of the activity that is to receive the correspondence is the only information that is required for a user to transmit a copy (facsimile) of a document. Fax copies carry the same weight and authority as the original copy. Some of the same guidelines set forth for e-mail transmission also apply to fax transmission. The transmission of classified or sensitive information should be avoided whenever possible and then only on secure equipment. The cost of sending a fax can be expensive and should be used only for official Government business. Avoid sending graphics whenever possible because they may add to cost. Most activities will have local policies that dictate the use of their fax machines. If you are unsure about what should or should not be faxed, check with your supervisor.

MANUAL FILING PROCEDURES

When electronic filing and storage of correspondence is neither practical nor desirable, the correspondence requires manual filing procedures. The type of correspondence that is being filed dictates what filing procedures should be used. For example, classified material obviously would not be filed in an unsecured file cabinet. Likewise, routine correspondence should not be filed in a locked safe where access would be limited.

Rarely, if ever, will you be tasked with setting up a filing system or selecting filing equipment, however, you should have a working knowledge of the current system and equipment in use in your activity. Whichever filing system or container you use for filing, your correspondence should be filed by standard subject identification code.

STANDARD SUBJECT IDENTIFICATION CODES (SSICs)

The standard subject identification code (SSIC) is a four- or five-digit number that represents the subject of a document. SSICs are required on all Navy and Marine Corps letters, messages, directives, forms, and reports. SSICs provide a method of filing, identifying, and retrieving documents quickly and consistently. A complete list of SSICs is provided in SECNAVINST 5210.11.

There are 13 subject groups under the Navy's SSIC system. They are as follows:

1000 Series —Military Personnel
2000 Series —Telecommunications
3000 Series —Operations and Readiness
4000 Series —Logistics
5000 Series —General Administration and Management

6000 Series—Medicine and Dentistry

7000 Series—Financial Management

8000 Series—Ordnance Material

9000 Series—Ships Design and Material

10000 Series—General Material

11000 Series—Facilities and Activities Ashore

12000 Series—Civilian Personnel

13000 Series—Aeronautical and Astronautical Material

These major groups are subdivided into primary, secondary, and sometimes tertiary breakdowns. The last three digits (the hundred group) of the code number designate primary subjects, the last two digits secondary subjects, and the final digit tertiary subjects. For example, the 5000 series, General Administration and Management, could be further broken down as follows:

5000 General Administration and Management

5 **200** Management Programs and Techniques

52 **10** Office Methods and Paperwork Management

521 **1** Files and Records Systems

Some of the smaller subject groups are not subdivided below the primary breakdown. Other larger subject groups are divided into many secondary and tertiary subjects, the extent depending upon the scope and complexity of the major subject.

SSICs are used to number and identify directives. For example, the first SECNAV-issued instruction on the files system is SECNAVINST 5211.1, and the subject is “Mail and File Practices.” Subsequent revisions to this instruction are numbered 5211.1A, 5211.1B, and so forth When additional instructions on the subject of the files system are written, they are numbered 5211.2, 5211.3, and so forth.

MISCELLANEOUS FILING PROCEDURES

Most of the correspondence that you are required to file should have as SSIC. Even with an SSIC, you may have some difficulty deciding exactly where some correspondence should be filed because in some cases in may be filed under one or more SSICs. This is where your experience is needed. All incoming correspondence should be screened and classified.

Classifying

Classifying, as the term is used here, is the process of determining the correct subject group or name title symbol under which correspondence should be filed and subordinate subjects, if any, that should be cross-referenced. Classifying is the most important filing operation because it determines where papers should be filed. The proper way to classify a document is to read it carefully while you consider the following factors:

- The most important, definite, or concrete subject that is mentioned in the document
- The purpose or general significance of the document
- The manner in which similar documents are requested
- The subject identification code under which previous documents of a similar nature are filed

The SSIC that is placed on the letter by the originator may not be appropriate for every office; therefore, the text of the letters should be thoroughly screened and the letters filed correctly.

Parts of a document (enclosures or attachments) should be filed with the basic document, if feasible.

Cross-Reference Filing

Although official letters usually are confined to one subject, they often may be properly classified under two or more file subjects; therefore, they may be filed under more than one file number. In such cases, a system of cross-referencing (indexing) is desirable.

Cross-referencing serves a useful purpose in locating material but should not be overdone. Not every document needs to be cross-referenced. It is a waste of time to list every cross-reference you can possibly think of. Try to select only those that will likely be of use. An endorsement should not be cross-referenced unless it contains subjects that are not covered by the basic correspondence.

Charging Out Materials

The maintenance officer, division officers, or others in your activity use the correspondence maintained in your files. In many cases, they will only need to see the files on particular subjects and may not need to remove the files from the maintenance administration office. On other occasions, they may need to check files out and take them back to their work centers. When it is necessary to remove a file from the office, a record should be made of the file's whereabouts.

Local procedures normally dictate how files should be checked or "charged" out. If a locally prescribed form is available for use, the form should include identification to identify the removed file, the date of removal, and the person to whom the file was released. If local procedures require that a record of removal be retained after return of a removed file, the date of return should also be recorded. Charge-out records should be checked periodically to note whether materials have been charged out for an excessive amount of time.

Q22. What method of correspondence transmission is an alternative to the U. S. Postal system and allows users to send an exact copy of a document?

Q23. What type of codes provides a method of filing, identifying, and retrieving documents quickly and consistently and is found in SECNAVINST 5210.11?

REPORTS MANAGEMENT

LEARNING OBJECTIVE: Describe the reports management system.

Every aircraft maintenance department regularly submits various reports. These reports are important lines of communication that help keep the department operating as an effective naval unit and as a part of a coordinated Navy team. Unless care and judgment are exercised, however, reports can increase in number and complexity until the burden they create outweighs their usefulness. Therefore, the Navy has devised a reports management program, whose purpose is to accomplish the following:

- Eliminate and prevent unnecessary or duplicate reporting
- Ensure that instructions, forms, and procedures for necessary reporting is on hand, and that they provide the most simple and direct methods of reporting
- Ensure that the contents of required reports provide adequate data for intended purposes, and that reporting intervals/deadlines are maintained
- Provide central reference points for information regarding reports

RESPONSIBILITIES FOR REPORTS MANAGEMENT

The responsibility for managing the reports of a department or squadron is usually assigned as a collateral duty to an officer. In large aircraft maintenance activities, this officer is the administration officer; in smaller units, it is the assistant maintenance officer. Overall responsibilities are outlined in the *Naval Aviation Maintenance Program,* OPNAVINST 4790.2. An AZ is usually assigned to assist, as directed, with report management procedures. In a small activity where the officer may have many other responsibilities, the AZ may be expected to handle some of the procedures with little supervision.

REPORTS TICKLER FILE

The maintenance administration division is responsible for maintaining a tickler file of reports that have a "recurring" reporting requirement. Recurring reports are reports that must be regularly submitted, usually within a specified period such as weekly, quarterly, or by the 5th working day of a particular reporting period. The report tickler file is a master list of all reports that are required by your activity. The tickler file helps to ensure that reports are prepared correctly and well in advance of their due dates.

A reports tickler file alerts cognizant personnel of required reports and report due dates to allow sufficient time for preparation and submission before the actual due date. Local procedures will again dictate procedures for establishing and maintaining a tickler file. Some activities use 3 x 5 file cards to track recurring reports that originate in the maintenance office. Other activities may use computers to track these reports. The following basic information should be included in a reports tickler file system:

- Type of report
- Form number to be used, if applicable
- Due out date of report
- Address of the office to which the report will be sent
- SSIC of the directive that requires the report, if applicable
- A listing of divisions or work centers from which reporting information must be obtained

If using 3 × 5 cards, sort them by frequency of the report and arrange in chronological order. Then file these cards in a 3 × 5 file box or drawer in the exact chronological order in which they become due. If desired, use tabbed dividers to divide the file into monthly segments. Arrange cards so that they will reach the front of the file a certain number of days before the report is due out. Check the tickler file daily. As reports are completed and months pass, place the cards and dividers toward the rear of the box or file.

Q24. What tool does the maintenance administration division use to track recurring report requirements?

TRAINING

LEARNING OBJECTIVE: Identify Navy training programs.

Training is a continuing evolution that began with your initial enlistment and will continue throughout your naval career. Training is accomplished in many different formats. Regardless of the training format used, training should be performed in a sequential manner. Initial training consists of basic, prerequisite information that should lay the groundwork for future, more complex training. For example, the training you received in AZ "A" school centered on basic knowledge and skills that were required for entry-level job performance. The training you received on aircraft logbooks was designed to serve as an introductory tool to familiarize you with aircraft and equipment record keeping procedures. The intent of the training was to enable you to perform basic functions, such as making logbook entries and extracting information. The initial training on aircraft logbooks is not designed nor is it capable of teaching you everything you need to know about aircraft logbooks.

Maintenance training is critical to the overall readiness of the Naval Establishment. How well you do your job is directly related to the type and quality of training you have received. As such, training will make up a significant portion of your work week. Training is generally a command responsibility, but some types of training should be performed on your own. Below are some training terms that you should become familiar with.

- **On-the-job-training (OJT).** OJT is training that is received during actual performance of a daily maintenance task, and under the supervision of experienced personnel. The fundamental reasoning behind OJT is learning by doing. OJT may be scheduled or unscheduled.

- **Formal Training.** Formal training uses lectures and lesson guides and may be supplemented by visual aids. Formal training is usually scheduled.

- **Computer-Based Training (CBT) and Interactive Multimedia Instruction (IMI).** CPT and IMI are terms that are used to describe training delivered electronically by using computers. Some CBT and IMI programs allow student-computer interaction.

- **"A" and "C" Schools.** "A" schools provide the basic job entry-level knowledge and skills. "C" schools provide more advanced training than do "A" schools. Upon completion of some "C" schools, a Navy Enlisted Classification (NEC) code may be awarded. NECs are awarded when a certain level of proficiency is demonstrated in a particular job. Proficiency in the performance of the job trained for is usually a requirement for the awarding of NECs.

For example, there currently are three NECs that apply to the AZ rating as follows:

- 6301—Enhanced Comprehensive Asset Management System (ECAMS) for naval air maintenance training groups (NAMTRAGRUs)

- 6314—Naval Aviation Logistics Command Management Information System (NALCOMIS) Data Base Administrator/Analyst for I Level.

- 6315—NALCOMIS Systems Administrator/ Analyst for I Level

Fleet aviation specialized operational training groups (FASOTRAGRUs) provide advanced operational and tactical training on **specific** weapons systems and in aviation maintenance administration and management. NAMTRAGRUs provide advanced training in the repair, operation, and maintenance of weapons systems and in maintenance administration and management.

Q25. What type of training is conducted during the actual performance of maintenance task?

SUMMARY

Before you start to work in the maintenance administration division, you should know the names and rates or rank of everyone in the office.

The maintenance administration division of an organizational maintenance department maintains a master paper or electronic message board of current messages with annotations of the action that was taken.

A computer has three components—an input device (keyboard, mouse), an output device (printer, monitor), and a central processing unit (CPU). Word-processing computer software uses a wraparound feature instead of the automatic return of an electric typewriter.

The *Department of the Navy (DON) Information SECNAV Security Program (ISP) Regulation,* SECNAVINST 5510.36, governs the handling, storage, and transmission of classified material. There are three classifications of classified material—Top Secret, Secret, and Confidential. The commanding officer is responsible for safeguarding classified material in his or her command. The U.S. Postal Service should not be used to transmit Top Secret material; Top-Secret material should be transmitted by cleared military personnel, DOD contractors, Defense Courier Service (DCS), or encrypted for electronic transmission. Secret matter may be transmitted by Registered Mail of the U.S. Postal Service. Confidential matter may be transmitted by First Class Mail of the U.S. Postal Service as long as the mail does not pass out of U.S. control. Secret and Confidential material may be transmitted by the methods that are authorized for Top-Secret material.

The *Department of the Navy Correspondence Manual*, SECNAVINST 5216.5, gives procedures for preparing standard letters, memorandums, and endorsements. The standard letter requires l-inch margins on all sides. The identification symbol of a standard letter identifies the sender, acts as a reference, and is used for filing purposes. The endorsement is similar to a standard letter, is transmitted through another addressee before it reaches its final destination, and is used to approve, disapprove, forward, or comment on the contents of another document. The memorandum is an informal means to communicate within an activity or between Navy activities.

A naval message is urgent correspondence that is transmitted through a Navy telecommunication center. Minim ize is a release restriction to restrict the release of the least urgent messages during an actual or simulated emergency condition. When the NARR set from the Message Text Format (MTF) Editor is used, a naval message must have two or more references. The Distributed Plain Language Address (PLA) Verification System (DPVS), which is used with the MTF Editor, gives originators of naval messages access to plain language address information.

The directive issuance system provides naval activities with a uniform method of issuing directives. Directives are used to establish policy, organization, conduct, methods, or procedure. The two types of directives that are used in the directives issuance system are instructions and notices. A directive with a "C" before a directive number indicates that the directive is classified Confidential. A directive with an "S" before a directive number indicates the directive is classified Secret. A directive without a letter before the directive number is an unclassified directive.

A facsimile machine or fax is an alternative to U.S. Postal Service transmission of a document. Users can send an exact copy of a document by using a fax.

The Standard Subject Identification Codes (SSICs) provide a method for filing, identifying, and retrieving a document. SSICs are found in the *Department of the Navy File Maintenance Procedures and Standard Subject Identification Codes (SSIC),* SECNAVINST 5216.11. The maintenance administration division uses a reports tickler file to tracked recurring report requirements.

On-the-job training is conducted during actual performance of a maintenance task.

The tasks that you will perform as a maintenance administration worker are in direct support of the maintenance department's maintenance effort. Depending on the activity to which you are assigned, your job may include other tasks, such as personnel evaluation and award recommendation preparation. Whatever your duties entail, remember that most of the correspondence that you will be tasked with will be transmitted outside of your immediate command. An activity's level of professionalism is often measured by the quality of work of an activity's maintenance administration division, with correspondence as an indicator of quality. As such, the work that you do will reflect directly on the Navy, your command, and you.

ANSWERS TO REVIEW QUESTIONS

A1. Maintenance administration division.

A2. True.

A3. Wraparound.

A4. Central processing unit (CPU).

A5. Department of the Navy (DON) Information Security Program (ISP), SECNAVINST 5510.36.

A6. Top Secret, Secret, and Confidential.

A7. Commanding officer.

A8. Top Secret material should be transmitted by cleared military personnel, DOD contractors, Defense Courier Service (DCS), or by electronic means in encrypted form.

A9. Department of the Navy Correspondence Manual, SECNAVINST 5216.5.

A10. 1-inch top and bottom and on both sides.

A11. Identification symbol.

A12. Endorsement.

A13. Memorandum.

A14. Naval message.

A15. Minimize.

A16. Two or more.

A17. Distributed Plain Language Address Verification System (DPVS).

A18. Directive issuance system.

A19. Directive.

A20. Instructions and notices.

A21. Confidential classification.

A22. Fax.

A23. Standard subject identification codes (SSICs).

A24. Reports tickler file.

A25. On-the-job-training (OJT).